

## CLAIMS

1. Method of tracking dropped calls comprising:  
determining whether a call is dropped;  
5 determining dropped call characteristics if the call is dropped; and  
logging the dropped call characteristics.
2. The method of claim 1 further comprising marking the dropped call,  
wherein a call drop function is activated.
- 10 3. The method of claim 2 wherein activating the call drop function  
comprises selecting a menu feature.
4. The method of claim 2 wherein activating the call drop function  
15 comprises depressing a call drop button.
5. The method of claim 1 wherein determining the dropped call  
characteristics comprise:  
counting time increments in response to a call; and  
20 determining a call count based on time increments.
6. The method of claim 5 further comprising adding a plurality of call  
counts to determine an accumulated call count.
- 25 7. The method of claim 1 wherein the dropped call characteristics  
comprise a call location.

8. The method of claim 1 wherein the dropped call characteristics comprise a battery charge strength indication.

5 9. The method of claim 1 wherein the dropped call characteristics comprise a call drop origin.

10 10. The method of claim 1 wherein the dropped call characteristics comprise a call time and a call date.

11. The method of claim 1 wherein logging the dropped call characteristics comprises storing the dropped call characteristics in a memory database.

15 12. The method of claim 1 further comprising transmitting the dropped call characteristics to a provider.

13. A computer usable medium including a program for tracking dropped calls comprising:

20 computer readable program code for determining whether a call is dropped;

computer readable program code for determining dropped call characteristics if the call is dropped; and

25 computer readable program code for logging the dropped call characteristics.

14. The computer usable medium of claim 13 further comprising marking the dropped call, wherein a call drop function is activated.

15. The computer usable medium of claim 14 wherein activating the call drop function comprises selecting a menu feature.

5 16. The computer usable medium of claim 14 wherein activating the call drop function comprises depressing a call drop button.

17. The computer usable medium of claim 13 wherein determining the dropped call characteristics comprise:

10 counting time increments in response to a call; and  
determining a call count based on time increments.

18. The computer usable medium of claim 17 further comprising adding a plurality of call counts to determine an accumulated call count.

15 19. The computer usable medium of claim 13 wherein the dropped call characteristics comprise a call location.

20 20. The computer usable medium of claim 13 wherein the dropped call characteristics comprise a battery charge strength indication.

21. The computer usable medium of claim 13 wherein the dropped call characteristics comprise a call drop origin.

25 22. The computer usable medium of claim 13 wherein the dropped call characteristics comprise a call time and a call date.

For review only

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